

REMARKS

Claims 1-16 are pending in this application and are maintained unamended.

Claim Rejections – 35 USC § 102

The Examiner rejects claims 1-16 under 35 U.S.C. 102(e) as being anticipated by MeLampy et al. ("MeLampy", US Pat No. 6,606,668).

MeLampy is directed to managing a network having packet switched and circuit switched parts so as to improve efficiency and economy. As described in the Abstract, in an automatic call distribution environment, users are chosen via a rule based selection process. The rule structure is described at column 8, line 42 to column 10, line 16, as noted by the Examiner.

MeLampy does not disclose an information source accessible by a user, and, in particular, it does not disclose a Web server as an information source and accessed by a user using a Web browser, as required by claim 1. A call in the arrangement of MeLampy may be routed from a user via an IP network to an agent, but the network does not provide an information source for access by the user using a Web browser. Furthermore, MeLampy does not disclose monitoring the interaction of the user with an information source. Thus, it also does not disclose or suggest having a rule using the monitored interaction of the user with a Web server and using this to assign a position in a queue, as also required by claim 1. In MeLampy, the Automatic Call Distributor ("ACD") follows rules which include allocating priority status in a queue using Call Status (Column 9, lines 16-21) or Call State (Column 9, lines 22-27). Neither of these rules refer to monitoring user interaction and allocating priority based on that.

Accordingly, claim 1 is not anticipated by MeLampy.

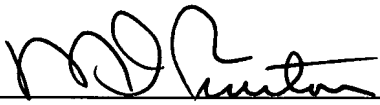
Similar arguments apply to independent apparatus claim, claim 13, which is thus also patentable.

The other claims, 2-12 and 14-16, are each dependent, directly or indirectly, on an allowable independent claim, and for this reason at least are also patentable.

Applicant requests reconsideration of this application based on this amendment. If the Examiner should feel that the application is not yet in a condition for allowance and that a telephone interview would be useful, he is invited to contact applicants' undersigned attorney at 973, 386-8252.

Respectfully submitted,

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